

OFFICE OF FINANCIAL INSTITUTIONS

STRATEGIC PLAN

FY 2005-2006 THROUGH FY 2009-2010

Vision: Louisiana's financial services industry, under the jurisdiction and diligent supervision of the Louisiana Office of Financial Institutions, will be a thriving, competitive, progressive provider of economic resources to businesses and individuals. The industry will comply with laws protecting the rights of the general public with whom they interact.

Mission: The Office of Financial Institutions (OFI) licenses and supervises entities under its jurisdiction in order to protect and serve the public interest and enhance confidence in the financial services industry.

Philosophy: The Office of Financial Institutions strives to provide professional, fair supervision of the entities under its jurisdiction and is committed to developing a highly professional staff who effectively utilize all available resources, make sound decisions, and establish appropriate regulatory guidelines.

GOAL:

- I. To provide effective, efficient, proactive supervision to all entities under OFI's jurisdiction.

ACTIVITY: DEPOSITORY INSTITUTIONS

MISSION: The Office of Financial Institutions' Depository Division charters and supervises state-chartered banks, trust companies, thrifts, holding companies, and credit unions in order to protect and serve the public interest, enhance confidence in the financial services industry, and promote the state chartering system.

OBJECTIVE I.1: Through 2010, the Depository Division will proactively supervise 100% of state chartered depository institutions by conducting 100% of scheduled examinations, reporting the examination results within one month of exiting the financial institution, and acting on complaints within 10 days of receipt.

Louisiana: Vision 2020 Link: This objective has a direct link with the Vision 2020 Objective, "To improve the efficiency and accountability of governmental agencies."

STRATEGY I.1.1: Monitor and track the processing of examination reports.

STRATEGY I.1.2: Provide training and continuing education courses necessary for bank examiners to satisfy requirements for certification by the Conference of State Bank Supervisors.

STRATEGY I.1.3: Monitor and track complaint resolution.

STRATEGY I.1.4: Enter into cooperative agreements with state and federal agencies to schedule and conduct examinations of depository institutions.

PERFORMANCE INDICATORS:

(K) = key indicator; (S) = supporting indicator; (G) = general performance information

Efficiency:	(K) Percentage of examinations conducted as scheduled---banks/thrifts/trust companies
	(K) Percentage of examinations conducted as scheduled---credit unions
	(K) Percentage of examination reports processed within one month---banks/thrifts
	(K) Percentage of examination reports processed within one month---credit unions
	(K) Percentage of complaints acted upon within 10 days---banks/thrifts/trust companies
	(K) Percentage of complaints acted upon within 10 days---credit unions
Input:	(G) Total assets regulated (in billions).
	(G) Number of complaints received---banks/thrifts/trust companies
	(G) Number of complaints received---credit unions
Output:	(G) Number of examinations conducted---banks/thrifts/trust companies
	(G) Number of examinations conducted---credit unions

ACTIVITY: NONDEPOSITORY

MISSION: The Office of Financial Institutions' Nondepository Division licenses and supervises licensed lenders, consumer loan brokers, notification filers, sellers of checks/money transmitters, residential mortgage lenders, brokers and originators, check cashers, credit repair agencies, pawnbrokers, and bond for deed escrow agents in order to protect and serve the public interest and enhance confidence in the financial services industry.

OBJECTIVE I.2: Through 2010, the Nondepository Division will proactively supervise 100% of nondepository financial services providers by conducting 100% of scheduled examinations, investigating 100% of reports of unlicensed operations within 10 days, and acting upon written complaints within 30 days.

Louisiana: Vision 2020 Link: This objective has a direct link with the Vision 2020 Objective, "To improve the efficiency and accountability of governmental agencies."

STRATEGY I.2.1: Monitor and track investigations of reports of unlicensed operations.

STRATEGY I.2.2: In response to legislative changes, review and update examination policies and procedures.

STRATEGY I.2.3: Monitor and track complaint resolution.

PERFORMANCE INDICATORS:

(K) = key indicator; (S) = supporting indicator; (G) = general performance information

Input:	(K) Total number of active registrants (G) Number of providers licensed or registered under the Residential Mortgage Lending Act (G) Total number of examinations scheduled
Efficiency:	(K) Percentage of scheduled examinations conducted
Outcome:	(G) Total number of violations cited (G) Total monies refunded or rebated to consumers from cited violations
Input:	(G) Total number of companies reported to be operating unlicensed
Efficiency:	(K) Percentage of investigations conducted within 10 days of companies reported to be operating unlicensed
Outcome:	(K) Percentage of investigated companies licensed (K) Percentage of companies closed or license not required
Input:	(G) Total number of written complaints received (G) Number of written complaints for residential mortgage lenders
Efficiency:	(K) Percentage of written complaints acted upon within 30 days
Outcome:	(G) Total amount of refunds or rebates to customers resulting from complaints (G) Number of calls received from consumers and lenders on toll-free line

ACTIVITY: SECURITIES

MISSION: The Office of Financial Institutions' Securities Division licenses and supervises issuers of securities, broker dealers, agents, and investment advisors in order to protect and serve the public interest and enhance confidence in the financial services industry.

OBJECTIVE I.3: Through 2010, the securities division will conduct annual compliance examinations and investigations, where warranted, of 100% of registered broker dealers and investment advisors located in the State of Louisiana.

Louisiana: Vision 2020 Link: This objective has a direct link with the Vision 2020 Objective, "To improve the efficiency and accountability of governmental agencies."

STRATEGY I.3.1: Monitor and track the processing of examination reports.

STRATEGY I.3.2: Hire and train examiners to conduct compliance examinations.

STRATEGY I.3.3: Conduct or participate in investigations of alleged violations and initiate enforcement actions as warranted.

PERFORMANCE INDICATORS:

(K) = key indicator; (S) = supporting indicator; (G) = general performance information

Input:	(S) Number of broker dealers and investment advisors located in Louisiana
Efficiency:	(K) Percentage of compliance examinations conducted of Louisiana broker dealers and investment advisors
Input:	(S) Number of new complaints alleging violations reported
Output:	(S) Number of investigations
Outcome:	(S) Number of enforcement actions initiated

OBJECTIVE I.4: Through 2010, the securities division will process 100% of all applications for licenses and requests for authorization of offerings within 30 days of receipt.

Louisiana: Vision 2020 Link: This objective has a direct link with the Vision 2020 Objective, "To improve the efficiency and accountability of governmental agencies."

STRATEGY I.4.1: Monitor and track the processing of applications for licenses and requests for authorization of offerings.

PERFORMANCE INDICATORS:

(K) = key indicator; (S) = supporting indicator; (G) = general performance information

Input:	(K) Number of applications for licenses received for investment advisors, broker dealers, and agents
Efficiency:	(K) Percentage of applications processed within 30 days of receipt